



INFORMATION UPDATE FOR WHOLESALE CUSTOMERS

[http://www.seattle.gov/util/About\\_SPU/News/Newsletters/index.asp](http://www.seattle.gov/util/About_SPU/News/Newsletters/index.asp)

## Seattle Water Supply Indicators

Water Storage	
Reservoir Inflows	
Snowpack	NA
Customer Use	
Overall	
Good    Fair    Poor	

For more information, visit [www.savingwater.org](http://www.savingwater.org)

0.2 mg/L was 27 in August (out of 866 samples). Eleven of the low chlorine samples were from purveyor areas. The percent low for August for purveyors was 1.8% (lower than historical average). The average water temperature in the distribution system in August was 19.5 degrees Celsius, with a range of 10.1 to 24.9.

### Taste and Odor

The taste and odor panel is meeting bi-weekly. Samples are rated on a scale from 1 to 9, with 1 representing the best and 9 representing the worst. The taste and odor flavor rating assessment (FRA) for the latest Cedar supply (Lake Youngs treated) sample was 1.4 with a chlorine taste. The Tolt supply result was 1.3.

### Lake Youngs Status

The total Lake Youngs algal biovolume has remained low during August. The treatment plant is not seeing any impacts to their operations from the algae.

The total coliform counts are normal in Lake Youngs for summer. The average Lake Youngs raw water total coliform count for August was 1023, with a range of 105 to 2420 cfu/100mL.

### Lead and Copper Rule Compliance

All Cedar wholesale customers participating in the regional lead and copper program have submitted their samples to the lab. The results will be mailed to each participating utility.

*SPU Contact: Wylie Harper, (206) 684-7880 or  
Lynn Kirby, (206) 684-0216*



## Water Quality Technical Forum Report

### Chlorine Residual and Coliform Data

There were no positive coliform samples from the purveyor areas during August 2009. Seattle direct service area had one positive sample. All systems remain in compliance. Average chlorine residual concentrations in the purveyor distribution systems ranged from 0.6 to 1.3 mg/L, with an overall average of 0.93 mg/L. The chlorine residual target for the Tolt Treatment Facility is 1.5 mg/L. The chlorine residual target for the Cedar Water Treatment Facility is 1.7 mg/L. The number of samples with chlorine less than



## Conservation Technical Forum

On the web at <http://www.savingwater.org>

### OVERALL MESSAGING

#### New Bookmark Produced

In response to a request from customer service staff who respond to high bill complaints, the SWP now has a new bookmark that contains conservation tips, a salmon message and promotes [savingwater.org](http://www.savingwater.org). If you would like some for your front desk, or just to keep on hand for customers, please contact Mialee Jose.

CONTACT: Mialee Jose, (206) 615-1452



*Saving Water Partnership*  
Seattle and Participating area water Utilities

### PROGRAM RECOGNITION

#### SWP Featured in AWE Newsletter

The national Alliance for Water Efficiency (AWE) profiled the SWP as a Charter Sponsor of AWE in their August Newsletter. The feature is a substantial article describing SWP efforts and progress to date. You can view the article at

[http://www.allianceforwaterefficiency.org/AWE\\_Charter\\_Sponsor\\_Profile\\_-\\_Saving\\_Water\\_Partnership.aspx](http://www.allianceforwaterefficiency.org/AWE_Charter_Sponsor_Profile_-_Saving_Water_Partnership.aspx)

CONTACT: Al Dietemann, (206) 684-5881

### RESIDENTIAL INDOOR

#### Single Family Toilet Program Launches



This year's limited-duration single-family toilet discount program which offers qualifying customers an instant \$30 instant discount on a WaterSense-labeled toilet at

participating retailers during September, 2009, is up and running.

- Media coverage – The program received coverage from KOMO TV 4 News Reporter Connie Thompson, during the Problem Solvers segment on Tuesday, September 1. The story appeared on the 11 a.m., 6 p.m. and 11 p.m. news, raising awareness of WaterSense and the \$30 discount program and how much water can be saved by replacing an old toilet. The five minutes of run time has a calculated advertising equivalency of \$6,070 and a calculated publicity value of \$18, 200. Here's the link to the story: <http://www.komonews.com/news/consumer/56673317.html?video=YHl&t=a>
- 30 coupons have been collected from three retailers as of Tuesday, Sept. 8. More than half the coupons were from wholesale utilities, with 11 out of 17 SWP members represented. Customers received a coupon in their utility bill or utility newsletter. In addition, advertisements have appeared in Chinese, Vietnamese and Spanish language newspapers to encourage non-English speakers to check their utility bills for the coupon.
- Customers can redeem their coupons at participating WaterSense retailers: Aurora Plumbing, McLendon's, Morgan's Electrical and Plumbing, Junction True Value, Pacific Supply, and Love Plumbing and Remodeling.
- The program FAQ sheet has been revised to include referral to four recycling companies and to local city- or county-sponsored recycling events for disposal of old toilets.

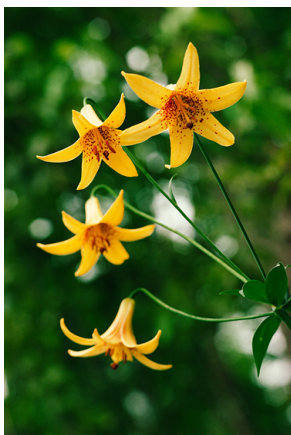
If customers call regarding the program you can refer them to Arece Hampton or have them visit [Savingwater.org](http://www.savingwater.org), where the program FAQ sheet is posted, along with retailer locations. The FAQ has also been sent to SWP members.

CONTACT: Arece Hampton (206) 733-913

## RESIDENTIAL and COMMERCIAL LANDSCAPE

### Fall is for planting the “right plant in the right place.”

The “Right Plant, Right Place” campaign started on September 1 and will run through October 31 at Sky, Swansons and Molbak’s nurseries. As described in earlier updates, our outreach to customers is focusing on “fall is the time to plant.” When customers visit participating nurseries, they’ll find signs and a factsheet to help them choose the “right plant” for the “right place.” Coverage so far has included the Woodinville Weekly which published a letter from Jens Molbak (owner of Molbak’s Nursery) referencing the Saving Water Partnership and fall planting; September 1 air time on KUOW’s GreenDays and September 12 air time on Gardening with Ciscoe on 97.3 FM KIRO. Starting September 14, KOMO-TV will air 30-second ads explaining the value of fall planting and promoting our nursery partnerships. In addition, the fall issue of the Savvy Gardener newsletter (<http://savingwater.org/savvygardener/default.htm>) explains fall planting and provides many educational tools to help in plant selection.



*CONTACT: Liz Fikejs, (206) 615-0516*

### Large Irrigation Rebate Project Completed Conference® and Exposition is Open for Registration

Bothell customer North Creek Parkway has set a record for the largest standard commercial rebate for irrigation upgrades! In addition to changing the site’s controllers to “smart” controllers with rain sensors, the customer replaced all of the heads on site with low-volume, high-distribution uniformity heads. North Creek Parkway is also making behavioral landscape management changes that should result in a more sustainable and water-efficient landscape.

Standard commercial irrigation rebates offer fixed amounts on a wide range of efficiency improvements—everything from master valves and flow sensors (\$1,250 and up) down to individual heads (\$5-20). The rebates are designed to cover up to 50 percent of project costs and are a fast, convenient way for customers and contractors to take advantage of efficiency incentives. For more details on commercial irrigation rebates, visit: [www.savingwater.org/rebate3.htm](http://www.savingwater.org/rebate3.htm).

*CONTACT: Jenna Smith (206) 684-5955, or Allegra Abramo, (206) 233-5132*

### COMMERCIAL WATER CONSERVATION Commercial Program Featured in Woodinville Chamber Newsletter

The Resource Venture (RV), SWP’s outreach contractor for the commercial program, continues to make presentations to business organizations in the SWP service area. The Woodinville Chamber of Commerce published an article the RV submitted on the front page of their monthly newsletter: <http://www.woodinvillechamber.org/NewsEvents/documents/September%202009.pdf>. RV staff are notifying SWP members when there is a presentation in their area.

*CONTACT: Phil Paschke (206) 684-5883*



### Commercial Brochure to Be Updated

SPU staff are planning to update the commercial brochure with new information on commercial kitchen rebates. The brochure may be reprinted in first quarter of next year.

*CONTACT: Phil Paschke (206) 684-5883*



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